Governor's Office Incidents Report

1/1/2010 to 1/31/2010 as of 2/1/2010

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First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents Bottom Number - FCR Met

				High	Low	Total
Capitol	Application	None	None	0	4	4
Desktop				0	4	4
Support			Total	0	4	4
				0	4	4
		Total	-	0	4	4
				0	4	4
	Network	None	None	0	1	1
				0	1	1
			Total	0	1	1
				0	1	1
		Password	None	0	1	1
		accurate		0	1	1
			Total	0	1	1
				0	1	1
		Total		0	2	2
			Total		2	2
	PC/Laptop	Hardware	None	0	1	1
	/-aprop			0	1	1
			Total	0	1	1
			- 500	0	1	1

				High	Low	Total
Capitol Desktop	PC/Laptop	None	None	0	2 2	2 2
Support			Total	0	2 2	2 2
		Virus	None	0	1 1	1 1
			Total	0	1 1	1
		Total		0	4 4	4 4
	Total			0 0	10 10	10 10
Metro B Desktop Support	_	Hardware	None	0	2 2	2 2
бирроге			Total	0 0	2 2	2 2
		Total		0 0	2 2	2 2
	Total			0 0	2 2	2 2
Metro C Help Desk	_No Tier 2	None	Offender Tracking	0	2 2	2 2
			Total	0	2 2	2 2
		Total		0	2 2	2 2
	Total			0 0	2 2	2 2
Voice/Data/WA N Services	Telecom	Dial Tone	None	1 0	0	1 0
			Total	1 0	0 0	1 0

			High	Low	Total
Voice/Data/WA N Services	Telecom	Total	1 0	0 0	1 0
	Total		1 0	0 0	1 0
Total			1 0	14 14	15 14

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Inital Response

				High	Low	Total
Capitol Desktop	Application	None	None	0	4 0	4 0
Support			Total	0	4 0	4 0
		Total		0	4 0	4 0
	Network	None	None	0	1 0	1 0
			Total	0	1 0	1 0
		Password	None	0	1 0	1 0
			Total	0 0	1 0	1 0
		Total		0	2 0	2 0
	PC/Laptop	_aptop Hardware	None	0	1 0	1 0
			Total	0	1 0	1 0
		None	None	0	2 0	2 0
			Total	0	2 0	2 0

				High	Low	Total
Capitol Desktop	PC/Laptop	Virus	None	0	1 0	1 0
Support			Total	0	1 0	1 0
	Total			0	4 0	4 0
	Total			0 0	10 0	10 0
Metro B Desktop	PC/Laptop	Hardware	None	0	2 0	2 0
Support			Total	0	2 0	2 0
		Total		0	2 0	2 0
	Total			0 0	2 0	2 0
Metro C Help Desk	_No Tier 2 None	None	Offender Tracking	0	2 0	2 0
			Total	0	2 0	2 0
		Total		0	2 0	2 0
	Total			0 0	2 0	2 0
Voice/Data/WA N Services	Telecom	Dial Tone	None	1 0	0	1 0
			Total	1 0	0	1 0
		Total		1 0	0	1 0
	Total			1 0	0 0	1 0

	High	Low	Total
Total	1	14	15
	0	0	0

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents Bottom Number -Average time in hours

				High	Low	Total
Capitol Desktop	Application	None	None	0 0.00	4 0.00	4 0.00
Support			Total	0 0.00	4 0.00	4 0.00
		Total		0 0.00	4 0.00	4 0.00
	Network	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Password	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	2 0.00	2 0.00
	PC/Laptop	Hardware	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		None	None	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00

				High	Low	Total
Capitol Desktop	PC/Laptop	Virus	None	0 0.00	1 0.00	1 0.00
Support			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Total			0 0.00	10 0.00	10 0.00
Metro B Desktop	PC/Laptop	Hardware	None	0 0.00	2 0.00	2 0.00
Support			Total	0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Metro C Help Desk	_No Tier 2 No	None	Offender Tracking	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Voice/Data/WA N Services	Telecom	Dial Tone	None	1 0.18	0 0.00	1 0.18
			Total	1 0.18	0 0.00	1 0.18
		Total	otal		0 0.00	1 0.18
	Total			1 0.18	0 0.00	1 0.18

	High	Low	Total
Total	1	14	15
	0.18	0.00	0.02

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents Bottom Number - Missed Resolution

				High	Low	Total
Capitol Desktop	Application	None	None	0	4 0	4 0
Support			Total	0	4 0	4 0
		Total		0	4 0	4 0
	Network	None	None	0	1 0	1 0
			Total	0	1 0	1 0
		Password	None	0	1 0	1 0
			Total	0	1 0	1 0
		Total		0	2 0	2 0
	PC/Laptop	C/Laptop Hardware	None	0	1 0	1 0
			Total	0	1 0	1 0
		None	None	0	2 0	2 0
			Total	0	2 0	2 0

				High	Low	Total
Capitol Desktop	PC/Laptop	Virus	None	0	1 0	1 0
Support			Total	0	1 0	1 0
		Total		0	4 0	4 0
	Total			0 0	10 0	10 0
Metro B Desktop	PC/Laptop	Hardware	None	0	2 0	2 0
Support			Total	0	2 0	2 0
		Total		0	2 0	2 0
	Total			0 0	2 0	2 0
Metro C Help Desk	_No Tier 2		Offender Tracking	0 0	2 0	2 0
			Total	0	2 0	2 0
		Total		0	2 0	2 0
	Total			0 0	2 0	2 0
Voice/Data/WA N Services	Telecom	Dial Tone	None	1 0	0	1 0
			Total	1 0	0	1 0
		Total		1 0	0	1 0
	Total			1 0	0	1 0

	High	Low	Total
Total	1	14	15
	0	0	0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

				High	Low	Total
Capitol Desktop Support	Application	None	None	0 0.00	4 0.00	4 0.00
			Total	0 0.00	4 0.00	4 0.00
	Total			0 0.00	4 0.00	4 0.00
	Network	None	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Password	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	2 0.00	2 0.00
		Hardware	None	0 0.00	1 0.00	1 0.00
			Total	0 0.00	1 0.00	1 0.00
		None	None	0 0.00	2 0.00	2 0.00
			Total	0 0.00	2 0.00	2 0.00

				High	Low	Total
Capitol Desktop	PC/Laptop	Virus	None	0 0.00	1 0.00	1 0.00
Support			Total	0 0.00	1 0.00	1 0.00
		Total		0 0.00	4 0.00	4 0.00
	Total			0 0.00	10 0.00	10 0.00
Metro B Desktop	PC/Laptop	Hardware	None	0 0.00	2 0.00	2 0.00
Support			Total	0 0.00	2 0.00	2 0.00
		Total		0 0.00	2 0.00	2 0.00
	Total			0 0.00	2 0.00	2 0.00
Metro C Help Desk	_No Tier 2	None	Offender Tracking	0 0.00	2 0.17	2 0.17
			Total	0 0.00	2 0.17	2 0.17
		Total		0 0.00	2 0.17	2 0.17
	Total			0 0.00	2 0.17	2 0.17
Voice/Data/WA N Services	Telecom Dial	Dial Tone	None	1 0.85	0 0.00	1 0.85
			Total	1 0.85	0 0.00	1 0.85
		Total		1 0.85	0 0.00	1 0.85
	Total			1 0.85	0 0.00	1 0.85

Total				н	igh		Low		Total		
INC000000068684											4.5
INC000000068684	Total										
Metro C Help Desk						0.00		0.00			0.10
Metro C Help Desk	INC000000068684 No Tier 2	None		Offende	er Tracking			TIR Missed	No	TIR·	0.00
NC00000069128	_	Governor's Office	Low			Resolv	ed				
Metro C Help Disk				Offende	er Tracking						
INC00000063154 Application Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resol	_	Governor's Office	Low		3	Resolv	ed				
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None	INC00000063154 Application	None		None				TIR Missed:	No	TIR:	0.00
Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000068988 Application None None Resolved TTR Missed: No TTR: 0.00 INC000000071118 Application None None Resolved TTR Missed: No TTR: 0.00 INC000000071118 Application None None TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000064879 Network None None TTR Missed: No TTR: 0.00 INC00000007496 Network Password None TTR Missed: No TTR: 0.00 INC00000007496 Network Password None TTR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000059910 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000059910 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000063160 PC/Laptop Virus None TTR Missed: No TTR: 0.00 INC000000063160 PC/Laptop None None TTR Missed: No TTR: 0.00 INC000000064534 PC/Laptop None None TTR Missed: No TTR: 0.00 INC000000064634 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000064634 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000066469 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TTR Misse	Capitol Desktop Support	Governor's Office	Low			Closed		TTR Missed:	No	TTR:	0.00
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Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00	Capitol Desktop Support	Governor's Office	Low			Resolv	ed	TTR Missed:	No	TTR:	0.00
INC00000071118 Application Capitol Desktop Support Governor's Office Low Resolved TIR Missed: No TIR: 0.00	INC00000068988 Application	None		None				TIR Missed:	No	TIR:	0.00
Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000064879 Network None None TIR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 INC000000070496 Network Password None TIR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000059910 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000063160 PC/Laptop Virus None TIR Missed: No TTR: 0.00 INC000000064534 PC/Laptop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 INC00000006649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 TIR Missed: No TTR: 0.00	Capitol Desktop Support	Governor's Office	Low			Resolv	ed	TTR Missed:	No	TTR:	0.00
INC00000064879 Network None None Closed TIR Missed: No TIR: 0.00	INC000000071118 Application	None		None				TIR Missed:	No	TIR:	0.00
Capitol Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 INC000000070496 Network Password None TIR Missed: No TTR: 0.00 Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00 INC000000059910 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 Metro B Desktop Support Governor's Office Low Closed TTR Missed: No TTR: 0.00 INC000000063160 PC/Laptop Virus None TIR Missed: No TTR: 0.00 INC000000064534 PC/Laptop None None TIR Missed: No TTR: 0.00 INC0000000664534 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop None None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC000000066649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC0000000666649 TTR Missed: No TTR: 0.00 INC0000000666649 PC/Laptop Hardware None TIR Missed: No TTR: 0.00 INC0000000666649 TTR Missed: No TTR: 0.00 INC0000000666649 TTR Missed: No TTR: 0.00 INC0000000666649 TTR Missed: No TTR: 0.00 INC00000006666649 TTR Missed: N	Capitol Desktop Support	Governor's Office	Low			Resolv	ed	TTR Missed:	No	TTR:	0.00
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INC000000070496 Network Password Low Resolved TIR Missed: No TIR: 0.00	INC00000064879 Network	None		None				TIR Missed:	No	TIR:	0.00
Capitol Desktop Support Governor's Office Low Resolved TTR Missed: No TTR: 0.00	Capitol Desktop Support	Governor's Office	Low			Closed		TTR Missed:	No	TTR:	0.00
INC000000059910	INC00000070496 Network	Password		None				TIR Missed:	No	TIR:	0.00
Metro B Desktop SupportGovernor's OfficeLowClosedTTR Missed:NoTTR:0.00INC000000063160PC/LaptopVirusNoneTIR Missed:NoTIR:0.00Capitol Desktop SupportGovernor's OfficeLowClosedTTR Missed:NoTTR:0.00INC000000064534PC/LaptopNoneNoneTIR Missed:NoTIR:0.00Capitol Desktop SupportGovernor's OfficeLowClosedTTR Missed:NoTTR:0.00INC000000066649PC/LaptopHardwareNoneTIR Missed:NoTIR:0.00Metro B Desktop SupportGovernor's OfficeLowResolvedTTR Missed:NoTTR:0.00INC000000069029PC/LaptopNoneNoneTIR Missed:NoTTR:0.00Capitol Desktop SupportGovernor's OfficeLowResolvedTTR Missed:NoTTR:0.00INC000000070006PC/LaptopHardwareNoneTIR Missed:NoTTR:0.00Capitol Desktop SupportGovernor's OfficeLowResolvedTTR Missed:NoTTR:0.00INC000000062172TelecomDial ToneNoneTIR Missed:NoTIR:0.36	Capitol Desktop Support	Governor's Office	Low			Resolv	ed	TTR Missed:	No	TTR:	0.00
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Voice/Data/WAN Services Governor's Office High Closed TTR Missed No TTR 1.70	INC000000062172 Telecom	Dial Tone		None				TIR Missed:	No	TIR:	0.36
5 111 milocod. 11 111. 111.	Voice/Data/WAN Services	Governor's Office	High			Closed		TTR Missed:	No	TTR:	1.70